

Application No.: 09/881,393
Amendment dated: September 10, 2003
Reply to Office Action of: June 5, 2003

REMARKS

This amendment is responsive to the Office Action dated June 5, 2003.

Claims 22-29 are pending presently in this case, all of which stand rejected on the basis of 35 U.S.C. § 103, with respect to Barger and Gordon. Responsive to the Office Action, Applicant has made some cosmetic changes to the claims. Reconsideration of this application is respectfully requested in view of the amendment and the following remarks.

At the outset, Applicant's system is noteworthy as an integrated group of functions, which are collectively interrelated to accomplish interface transactions. Specifically, the combination of receiving ANI signals, recording such signals and additionally, obtaining responsive signals, along with testing, transferring and combining operations, affords a distinctly effective system. Such system is submitted to be distinct from the references as treated in detail below.

The Office Action makes specific reference to Barger and recognizes a distinction in that Barger does not record caller number identification signals as stated in the claims. However, the Examiner references Gordon, specifically, at column 2, lines 48-64, describing the compilation of delivery and charging information.

Applicant submits that Gordon utilizes the caller number identification signals merely to determine whether or not the caller is presently subscribing to the service. In that regard, the record is merely transitory and is not a recording of "*additional data for said individual caller.*" As indicated in Gordon, if the caller is not a subscriber, a solicitation may be pursued.

In addition to this distinction, other aspects of claim 22 distinguish the references applied by the Examiner. Specifically, it is noteworthy that claim 22 recites the acquisition of both caller number identification signals and customer identification signals (from responsive signals). The comment is significant in that while Barger receives only account numbers, Gordon receives only ANI identification. The two distinct forms accordingly distinguish the process of claim 22.

Application No.: 09/881,393
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As another consideration, while Barger may involve operator confirmation as indicated in the Office Action, such references are to the operator attended mode of Barger. That is, in the computer telephone interface mode (column 11, line 18 and following), no suggestion of confirmation can be located other than merely providing a confirming message to the customer (column 11, line 32). The distinction in claim 22 is specific by reason of the language "*via the voice generator.*"

A further comment is deemed appropriate with regard to Applicant's position regarding Barger's display of the customer's account or credit card number, which is entered by the caller. In that regard, reference in the Office Action was to column 9, lines 40-42, column 5, lines 30-37, and column 6, lines 21-26. Comments regarding such references are deemed appropriate and set forth below.

At column 9, lines 40-42, reference is made to the operation wherein a customer is greeted and either provides an operator-assistance code or an established account number. If operator-assistance is indicated, no entered data exists. Alternatively, if an established account number is entered, the operation proceeds to an operator only if verification fails. Consequently, the entered "*established account number*" is improper and of no consequence and thus not seen to be displayed.

The reference to column 5 involves operator assignments and is submitted to involve data of record in the system, specifically, "*any historical and credit verification data which the processor has recovered from memory using the customer's account or credit card number.*" Thus, Barger does not display data entered by the caller. Of course, neither is such capability suggested by Gordon.

Regarding claim 23, the above distinction is explicitly set forth in the penultimate step. Furthermore, the confirmation step affords a further distinction.

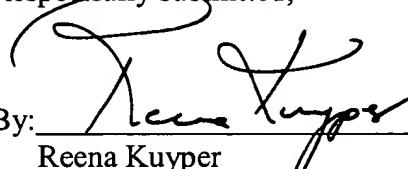
Application No.: 09/881,393
Amendment dated: September 10, 2003
Reply to Office Action of: June 5, 2003

Claim 23 explicitly recites the confirmation step along with the display operation regarding "*data entered by the callers during the course of calls.*" Claim 25, being dependent on claim 24, is similarly distinct and adds a recitation of a negative-list test.

Claim 24 also explicitly recites the distinctions of the confirmation and the display operation. Claims 27, 28 and 29, which are dependent upon claim 26, are similarly distinct.

In view of the above comments and the claims herein, the Examiner's reconsideration is respectfully requested and allowance is earnestly solicited.

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